



Dear Resident:

We would like to inform you that the Montgomery County Department of Transportation (MCDOT) has entered into a contract with a new Residential Permit Parking (RPP) Program vendor, the IPS Group. We expect that once the transition is complete the IPS Group will provide a progressive, flexible product to meet your current and future needs as an RPP customer.

As the transition that began last week (Aug 4-10) continues and we are working hard to ensure all systems translate smoothly, we understand that the IPS Group has been challenged in implementing a smooth process for renewing annual permits that may be about to expire. We at the Division of Parking Management are sincerely sorry for the frustration this has created. We have been coordinating daily with IPS Group and their technical engineers to improve the website and restore the permit renewal process. MCDOT and IPS Group are about to send notifications to RPP customers who are affected by this expiration with updates and instructions.

Customer Service Representatives at IPS Group are standing ready to address any immediate expirations for permit holders who call or use the chat feature. However, we understand that this increased workload has resulted in delays in their response time for some users. This has been addressed with the addition of new Tier I and II staff, training and support teams. MCDOT is monitoring the work of these representatives and are acting to ensure that customer service remains the highest priority.

The Division of Parking Management is taking steps to **honor your existing permit** during a grace period following the transition to ensure that you receive the best customer service and support. We know that you may have existing permits that are scheduled to expire on or during this transition. For further information, please visit <https://www.montgomerycountymd.gov/DOT-Parking/RPP.html>.

There have been recent improvements on the website, such as restoring the ability to change the plate assignment of your Yearly Digital Visitor Permit. You may do this by;

- Logging onto <https://montgomery.thepermitportal.com>
- Clicking on the "My Permits" button
- Clicking on the "View" on your Yearly Visitor Permit
- Choosing from the menu of your saved vehicles and saving your selection

Finally, we are tasking the vendor with making updates to their website's user interface for improved customer service, and we will be communicating with you by email and on our website with progress updates as they are available.

- 24/7 Customer Service Representatives may be reached at (855) 510-3995.
Sales Stores are open 7:30 am – 4:00 pm Monday through Friday

- Silver Spring Sales Store: (240) 777-8744
801 Ellsworth Dr., Silver Spring
- Bethesda Sales Store: (240) 777-8770
4720 Cheltenham Dr., Bethesda

We are looking forward to working with you as we resolve these issues, and we are confident that we will soon restore the responsive reliability of the RPP program.

Sincerely,
The Division of Parking Management